

COORDINATED SERVICE AND SUPPORT PLAN (CSSP) ADDENDUM – INTENSIVE SERVICES

Name of person served: Christina Wagner

Date of development: 10.1.2021

For the annual period from: March 2021 to March 2022

Name and title of person completing the *CSSP Addendum*: Emily Elsenpeter, Designated Coordinator

Legal representative: Noel and Kathy Wagner

Case manager: Joanna Karas

The license holder must provide services in response to the person’s identified needs, interests, preferences, and desired outcomes. Services will be provided according to MN Statutes, chapter 245D and the applicable waiver plan for the person served. The following will be assessed by the person and/or legal representative, case manager, support team or expanded support team members, and other people as identified by the person and/or legal representative.

Dates of development:

- Within 15 days of service initiation, the license holder must complete the preliminary *CSSP Addendum*.
- Before providing 45 days of service or within 60 calendar days of service initiation
- Annually, the support team reviews the *CSSP Addendum*.

Services and Supports

The **scope of the services** to be provided to support the person’s daily needs and activities include: Christina receives intensive support services in a day training and habilitation community-based programs and/or day support services at PAI. Support is provided in the most integrated and least restricted environment for Christina. The program works with Christina to develop and implement achievable outcomes that support her goals and interests and develop skills that help her achieve greater independence and community inclusion. PAI works to increase and maintain Christina’s physical, emotional and social functioning. Staff support Christina in completing activities of daily living and instrumental activities of daily life, outcome development and implementation, supervision, medication administration, data tracking and daily support related to her health, safety and wellbeing as needed by Christina. PAI works with Christina’s residence and transportation provider for continuity of care.

The person’s **desired outcomes** and the methods or actions that will be used to support the person and to accomplish the service outcomes (Service Outcomes and Supports):

Outcome #1: Daily, Christina will choose a sensory activity to participate in, in 80% of all opportunities over the next 12 months.

Christina enjoys participating in sensory activities. This outcome allows her the opportunity to advocate for her preference and continue to strengthen her communication skills.

Outcome #2: Daily, Christina will choose a staff to assist with her chosen sensory activity in 80% of all opportunities over the next 12 months.

Christina values and appreciates having 1:1 time with her staff. This outcome allows her the opportunity to continue to advocate for her preference, communicate her choices, and spend additional time with her desired staff.

PAI

A discussion of how **technology** may be used to meet the person's desired outcomes has occurred: Yes No

Provide a summary that describes decisions made regarding the use of technology and a description of any further research that needs to be completed before a decision regarding the use of technology can be made:

- Christina utilizes technology at PAI daily through the use of the iPad for music, sensory and coloring activities. Christina has access to a television and computer in the program area for music, sensory or educational videos, in addition to the SMARTBoard for games and other audio activities.
- Christina has a personal Dynavox communication device she utilizes to communicate basic wants/needs.
- No further exploration of technology is needed at this time.

PAI

Describe the **general and health-related supports** necessary to support this person based upon each area of the *Self-Management Assessment (SMA)* and the requirements of person-centered planning and service delivery:

Allergies: Christina experiences season allergies which present as runny nose, itchy eyes, and general upper respiratory discomfort. Christina takes a daily medication at home and will be supported in wiping her nose when it is runny at PAI. Concerns with allergies will be communicated to Christina's residence via phone, email or communication book and noted in her Daily Progress Notes.

Choking and Special dietary needs: Christina has a physician ordered chopped diet to prevent choking but tends to eat quickly putting her at risk of choking. Christina is visually monitored during meals and offered verbal cues to eat slowly as needed. Should Christina exhibit symptoms of choking, staff would administer abdominal thrusts and call paramedics to conduct an assessment. Christina sits in her wheelchair chair during meals and uses a small (4 oz) cup to drink and small teaspoon (maroon) spoon & divided plate to eat. PAI staff will ensure Christina's lunch is cut into bite size pieces of 1" x 1" prior to offering it to her. Christina is able to eat independently with supervision once her meal is set up for her but needs assistance to pour her drink into a cup. Christina is offered verbal cues to "slow down" and to "eat slowly" during her meal. Christina's intake will be communicated to her residence via phone, email, or communication book daily.

Chronic Medical Conditions:

- **Gastroesophageal Reflux Disease (GERD):** Christina is visually monitored for symptoms of GERD such as coughing, regurgitation, chest discomfort and nausea. Noted symptoms will be communicated to Christina's residence via phone, email or communication book and noted in her Daily Progress Notes.
- **Quadriplegic Cerebral Palsy (CP):** Affects Christina's ability to move and maintain balance and posture due to experiencing weakness that affects Christina's ability to control her muscles. Symptoms include poor coordination, stiff muscles, weak muscles, and tremors. Christina may experience problems with sensations, vision, and hearing, swallowing, and speaking. Noted symptoms will be communicated to Christina's residence via phone, email or communication book and noted in her Daily Progress Notes.
- **Spasticity:** is a condition in which certain muscles are continuously contracted. This contraction causes stiffness or tightness of the muscles and can interfere with normal movement, speech, and gait. Christina is supported in taking medication daily to reduce the tightness of her muscles and is monitored for signs or symptoms of discomfort.
- **Hypertension:** Christina is monitored for signs and symptoms of high blood pressure such as headache and dizziness. Noted symptoms will be communicated to Christina's residence via phone, email or communication book and noted in her Daily Progress Notes.

Self-administration of medication or treatment orders: Christina takes her medications whole in soft food followed by a sip of water. Medications/treatments are administered according to the prescriber's orders and as directed by the pharmacy/prescription bottle. Christina currently takes baclofen at noon to treat muscle spasticity. Staff receive training on medication administration and quarterly medication administration record reviews are completed to ensure no medication errors have occurred. Concerns and supply requests will be communicated by PAI staff to Christina's residence via phone, email or communication book and noted in her Daily Progress Notes.

Other health and medical needs:

- **Personal Cares:** Christina wears briefs and needs support to provide for her personal and menstrual cares and to maintain her skin integrity. Christina needs total assistance to transfer and complete all self-care. Christina is assisted with personal cares every 2 hours and as needed. Christina is transferred by 1 staff using a mechanical lift and a 2-point cross leg sling. The sling is removed between transfers and stored at PAI. Christina will be told she is having her personal cares completed once the room is available for her to use. If

told too far in advance, Christina may attempt to wheel herself to the cares room, have loud vocalizations, and/or hit herself or pull her hair, while having to wait. Christina also likes to be told what is being done while completing cares. It is important to Christina that her brief be changed regardless of output and that the side rail is engaged the duration of her time on the mat table to lessen anxiety. Christina is visually observed for changes in skin integrity during her personal cares. All concerns and requests for supplies are communicated to Christina's residence via phone, email, or communication book.

- **Dysmenorrhea:** Should Christina experience painful menstrual cramps related to dysmenorrhea; she will be offered a comfort medication from her standing order medication list. All concerns and requests for supplies are communicated to Christina's residence via phone, email, or communication book.

Risk of falling: Christina's chronic medical conditions put her at a high risk of falling and impact her ability to be safely mobile on her own. Christina has torso control but cannot bear weight or maintain balance. Christina could fall out of her chair or off of a surface. Christina's wheelchair is equipped with a pelvic belt, safety belt and a lap tray. Staff will visually check that both her safety belt and pelvic strap are secured whenever Christina is in her chair. Staff will ensure the tray is fastened. Christina will wear a positioning belt & the footrest will be up to help prevent falls when in a recliner. Any concerns or occurrence of falls will be communicated by PAI staff to Christina's residence via phone, email or communication book and noted in her Daily Progress Notes.

Mobility issues: Christina's chronic medical conditions impact her ability to be safely mobile on her own. Christina uses a wheelchair as her main mode of mobility. She is able to propel her chair short distances (under 10 feet) but requires complete staff assistance for longer distances and when outside of the building. Christina is provided with physical assistance in propelling her chair distances greater than 10 feet and while outside of a building. She is transferred by 1 staff using a mechanical lift and a 2-point cross leg sling. The sling is removed between transfers and stored at PAI.

Regulating Water Temperature and Water Safety Skills: PAI keeps water at a safe temperature and staff test the water temperature by running their hands under water prior to Christina coming into contact with it. PAI does not offer swimming or bathing. Christina receives support when in the community and should she be near a body of water, staff would maintain direct physical contact with Christina's wheelchair to help her navigate the environment and will engage the breaks of Christina's wheelchair when not in motion.

Community Survival Skills: Christina utilizes the PAI transportation provider to safely access the community. Staff provide supervision and physical support to Christina while in the community to practice all pedestrian and traffic safety skills. She is supported in safely engaging with the community activities and people of her choice. Staff observe what is occurring around Christina and intervene on her behalf if a potentially dangerous situation were to happen. Staff will call 911 on Christina's behalf in the event of an emergency.

Sensory Disabilities:

- **Sensorineural Hearing Loss (SNHL):** Christina has been diagnosed with a moderate to severe hearing loss. Soft sounds may be hard to hear. Even louder sounds may be unclear or may sound muffled. While speaking to Christina, staff will orient themselves in front / facing her and within visual range (as to not startle her) speaking loudly and clearly. It is helpful to lightly touch her hand & make eye contact prior to speaking.

Self-Injurious Behaviors: Christina may communicate that she is upset, frustrated, or experiencing symptoms of anxiety by hitting herself in the face or pulling her hair. If Christina begins to hit herself in the face or pull her hair, staff will acknowledge she is upset, validate her feelings, and redirect her to communicate or make a choice using her communication device or remind her of her upcoming activities. If Christina declines to use her device, staff will make sure she is in a safe place and tell her they are ready to help her when she wants to make a choice. If

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Christina's agitation is related to waiting, staff will remind her of the afternoon activities (Example: "First cares then recliner").

Physical Aggression/Conduct: When very upset, frustrated, or anxious Christina may make loud vocalizations and reach out and attempt to hit staff or those around her. Christina may also attempt to grab staff or peers in an attempt to communicate inadvertently pinching them. When Christina attempts to grab or scratch others, she will be assisted to a quiet area within view of activities. Staff will acknowledge her frustration and let her know they will help her when she is ready. (Example: "Christina, I understand you are upset, when you are ready to make choices, I will help you.") Staff will visually monitor Christina to promote her safety. If Christina continues to have the above-mentioned target symptoms staff will ignore them. When Christina is calm, she will immediately be reinforced with verbal praise and offered the opportunity to return to the activity or to use her communication device.

Mental or emotional health symptoms and crises:

- **Anxiety:** Intense, excessive, and persistent worry about everyday situations. Christina has anxiety, which is evident during transitions or changes to her routine, specifically if she has to wait for something to occur such as lunch or a preferred activity. PAI staff support Christina by asking her to identify her needs/emotions using her Dynavox device, using a story board during periods of the day she has more anxiety, following her personal schedule and verbally explain the activities she will be participating in and when. When her routine needs to be altered, Christina will be given a brief explanation and a short transition to the change in activity. Prolonged transitions will be avoided when possible. Having a manipulative or object in her hands frequently helps Christina when agitated or experiencing a change in routine. On occasion, Christina prefers to sit and wait for the next anticipated portion of her day rather than participate in activities offered. (For example, she may prefer to sit at the table twenty minutes prior to her lunch, in anticipation of lunch or will position her wheelchair near the door if she is anticipating being picked up for an appointment) Signs and symptoms of anxiety will be communicated by PAI staff to Christina's residence via phone, email or communication book and noted in her Daily Progress Notes.
- **Seasonal Affective Disorder (SAD):** Depression that is related to the change in seasons; Christina typically experiences SAD during the winter months. Symptoms may include feeling depressed, sluggish, or agitated nearly every day, loss of interest in activities once enjoyed, feelings of hopelessness, difficulty concentration, low energy and changes in appetite or weight. Noted symptoms of SAD will be communicated by PAI staff to Christina's residence via phone, email or communication book and noted in her Daily Progress Notes.

Person-centered information

- **Important TO:** It is important to Christina that she be able to anticipate the day by following a routine, have her nails painted, her hair done, have her snack and lunch on time and be able to spend time relaxing in a recliner in the afternoon.
- **Important FOR:** It is important for Christina that she use her communication skills when feeling upset or anxious, take her medications as scheduled and propel her wheelchair as independently as she is able.
- **Good day:** A good day for Christina includes no changes to her daily routine or to have to wait for her requests to be granted or the time for her preferred activities to arrive. Picking out a new hair style on Pinterest, wearing a cute outfit with matching accessories, having 1:1 sensory interactions, time to relax in a recliner.
- **Bad day:** A bad day for Christina includes changes in her routine or arriving late to day program (not on the bus), working with a newer or unfamiliar staff, loud peers, or peers frequently in her personal space bumping into her wheelchair, going on medical appointments, not having an opportunity to relax in a recliner in the afternoon.
- **Likes:** Christina likes having her nails painted, her hair done, sitting in the recliner (in the afternoon), eating (especially Chinese food and sweets), snacks, painting, listening to music, playing games, doing puzzles, participating in sensory activities, and coloring with crayons and markers. She appreciates a variety of different types of music and enjoys attending the morning session of Music Therapy. Christina likes going on shorter community outings especially bowling, shopping or out to eat. When experiencing a change in her routine, or if she is frustrated, she likes to hold on to a manipulative, or an object as it helps her stay calm/calm down.
- **Dislikes:** Christina does not like having to wait, or a change in routine as indicated by loud vocalizations, wheeling herself away or hitting herself. Christina would rather not work with “new” staff who are not familiar with her routine. She does not care for iced tea or flavored teas. Christina indicates this by not drinking it or drinking it very slowly. She also does not like it if peers are in her personal space or bump her chair. Christina also may get stressed by loud vocalizations of her peers. She shows this by stressed vocalizations, pulling her hair or hitting herself/rubbing her forehead.

PAI

The person's **preferences** for how services and supports are provided including positive support strategies and how the provider will support the person to **have control of their schedule**:

- Christina prefers to have a consistent and structured routine that includes time to rest and relax, supported socialization with peers and staff, sensory experiences such as having her hair brushed and styled, or having her nails painted, and engaging in craft or music related activities. Christina prefers to engage in activities one to one or in a small group and with positive, supportive staff that know her well.
- For supports, Christina prefers efficient care and clear communication from people that know her and her routine well. Christina responds best to short sentences when staff orient themselves in front/ facing her and speak loudly and clearly. It is helpful to lightly touch her hand & make eye contact. It is important to keep phrases short and simple and allow Christina time to respond.
- Christina communicates through vocalizations, body motions that indicate nervousness, anxiety, happiness, crying, reaching for her communication partner's hand, facial expressions, and other types of body language. Christina also utilizes her Dynavox or a picture flip book to communicate routine wants and needs.
- Christina would like her communication to be honored and supported throughout her day. When talking with Christina, it is important to speak loudly and clearly. She makes choices about her schedule, community activities, and daily activities using picture choice cards. She is provided options throughout her day to make choices and decisions.

Is the current service setting the **most integrated setting available and appropriate** for the person?

Yes No

If no, please describe what action will be taken to address this:

N/A

What are the opportunities to develop and maintain **essential and life-enriching skills, abilities, strengths, interests, and preferences**?

Christina works on outcomes that are both important to and important for her. She is offered a variety of choices throughout her day regarding her preferred activities.

What are the opportunities **for community access, participation, and inclusion** in preferred community activities?

Christina can choose community integration trips. While in the community, Christina is encouraged and supported in positive interactions and relationships with others in the community.

What are the opportunities to **develop and strengthen personal relationships** with other persons of the person's choice in the community?

Christina can spend time in the community, volunteer, and visit other preferred places. She is encouraged to interact with other members of the community and create relationships.

PAI

What are the opportunities to seek **competitive employment** and work at competitively paying jobs in the community?

Christina and her team have decided not to seek out competitive employment at this time. She is currently content with where she is at and finds value in the enrichment activities that she participates in. If Christina and her team decide that they would like to seek out competitive employment, her team will hold a meeting and discuss the steps needed to fit Christina's desires.

PAI

How will services be **coordinated across other 245D licensed providers and members of the expanded/support team** serving this person to ensure continuity of care and coordination of services?

- Christina's residence, guardian's and PAI staff collaborate in the exchange of information as it relates to Christina's services, health, and care. Meeting and reports are shared, and the team works together to ensure continuity of service through in-person conversations, phone calls, emails, and Christina's communication book.
- PAI works with Christina's residence for supplies needed at PAI, as well as treatments/medications and corresponding orders.
- Noel and Kathy Wagner are Christina's private legal representatives and parents who advocates on her behalf as well as makes legal decisions with her. The legal representatives provide information and direction on Christina's services and supports in collaboration with other members of this support team.
- Joanna Karas, case manager from Ramsey County develops the Coordinated Services Support Plan, completes service agreements, participates in service direction, assists Christina and her legal representatives in advocacy and finding additional opportunities or resources and communicates with the members of Christina's support team to ensure continuity of care.

If there is a **need for service coordination** between providers, include the name of service provider, contact person and telephone numbers, services being provided, and the names of staff responsible for coordination:

ACR Homes – Preserve Trail, Residential
Bryanna Grant
bryanna.grant@acrhomes.com
Phone: 651-578-3814
Cell: 612-567-3814

PAI Oakdale
Emily Elsenpeter
eelsenpeter@paimn.org
Phone: 651-748-0373
Fax: 651-748-5071

Legal Representatives
Noel and Kathy Wagner
UserNoel5730@AOL.com
Phone: 651-771-1019
Cell: 651-214-0865

Case Manager, Ramsey County
Joanna Karas
Joanna.Karas@Co.Ramsey.MN.us
Office: 651-728-2563

PAI

The person currently receives services in (check as applicable): community setting controlled by a provider (residential) community setting controlled by a provider (day services) NA

Provide a summary of the discussion of options for transitioning the person out of a community setting controlled by a provider and into a setting not controlled by a provider or for transitioning from day services to an employment service: Christina and her team have decided not to seek out competitive employment at this time. She is currently content with where she is at and finds value in the enrichment activities that she participates in. If Christina and her team decide that they would like to seek out competitive employment, her team will hold a meeting and discuss the steps needed to fit Christina's desires.

Describe any further research or education that must be completed before a decision regarding this transition can be made: There is no additional research needed at this time.

Does the person require the **presence of staff** at the service site while services are being provided?

Yes No

If no, please provide information on when staff do not need to be present with this person (include community, home, or work) and for the length of time. If additional information regarding safety plan is needed, also provide:
N/A

Does the person require a **restriction of their rights as listed in 245D.04, subdivision 3** as determined necessary to ensure the health, safety, and well-being of the person?

Yes No

If yes, please indicate what right(s) will be restricted: N/A

If rights are being restricted the Rights Restrictions form must be completed.

Does this person use **dangerous items or equipment**?

Yes No

If yes, address any concerns or limitations: N/A

Has it been determined by the person's physician or mental health provider to be **medically or psychologically contraindicated to use an emergency use of manual restraint** when a person's conduct poses an imminent risk of physical harm to self or others and less restrictive strategies would not achieve safety? Yes No

If yes, the company will not allow the use of the behavioral intervention/manual restraint to be used for the person.

Health Needs

PAI

Indicate what **health service responsibilities** are assigned to this license holder and which are consistent with the person's health needs. If health service responsibilities are not assigned to this license holder, please state "NA."

- Monitoring of Christina's medical conditions and the related symptoms.
- Communication of medical or behavior related concerns observed during the time Christina is at PAI with team members as needed.

If health service responsibilities are assigned to this license holder, the case manager and legal representative will be promptly notified of any changes in the person's physical and mental health needs affecting the health service needs, unless otherwise specified here: **N/A**

The following information will be reported to the legal representative and case manager as they occur, unless otherwise indicated here.

- Any report made according to 245D.05, subdivision 2, paragraph (c), clause (4)
- The person's refusal or failure to take or receive medication or treatment as prescribed
- Concerns about the person's self-administration of medication or treatments

If the license holder is assigned responsibility for medication set up, assistance or medication administration, the license holder will provide that support according to procedures listed here as applicable:

Medication set up:

Medication assistance:

Medication administration:

Psychotropic Medication Monitoring and Use

Does the license holder administer the person's psychotropic medication? Yes No

If yes, document the following information:

1. Describe the target symptoms the psychotropic medication is to alleviate:

N/A

2. Does the prescriber require documentation to monitor and measure changes in the target symptoms that are to be alleviated by the psychotropic medications?

Yes No

3. If yes, please indicate the documentation methods to be used to collect and report on medication and symptom-related data according to the prescriber's instructions:

N/A

Permitted Actions

PAI

On a continuous basis, does the person require the **use of permitted actions and procedures** that includes physical contact or instructional techniques:

1. To calm or comfort a person by holding that person with no resistance from the person.
 Yes No If yes, explain how it will be used: Christina may seek out or initiate physical interactions such as hand holding, requesting to have her hair styled or bringing staff's hand to her forehead. Christina is receptive to touch being initiated by familiar staff.
2. To protect a person known to be at risk of injury due to frequent falls as a result of a medical condition.
 Yes No If yes, explain how it will be used: Christina prefers to have the railing on the mat table engaged at all times during personal cares. Christina requires support in applying a positioning belt while using a recliner and her tray, pelvic and safety belts while using her wheelchair.
3. To facilitate a person's completion of a task or response when the person does not resist, or it is minimal:
 Yes No If yes, explain how it will be used: Christina may require varying levels of physical contact to complete and engage in tasks and preferred program activities such as playing a game, using tactile sensory items, painting, or using the Wii.
4. To block or redirect a person's limbs or body without holding or limiting their movement to interrupt a behavior that may result in injury to self or others with less than 60 seconds of physical contact by staff.
 Yes No If yes, explain how it will be used: Christina may require varying levels of physical contact when upset or anxious as she may hit her head, pull her own hair, and may reach out to seek comfort inadvertently pinching peers and staff.
5. To redirect a person's behavior when the behavior does not pose a serious threat to self or others and the behavior is effectively redirected with less than 60 seconds of physical contact by staff.
 Yes No If yes, explain how it will be used: Christina may require varying levels of physical contact when upset or anxious as she may hit her head, pull her own hair, and may reach out to seek comfort inadvertently pinching peers and staff.
6. To allow a licensed health care professional to safely conduct a medical examination or to provide medical treatment.
 Yes No If yes, explain how it will be used:
7. Assist in the safe evacuation or redirection of a person in an emergency and they are at imminent risk of harm.
 Yes No If yes, explain how it will be used: Christina will be physically assisted to evacuate the building or seek shelter in the event of an emergency.
8. Is a restraint needed as an intervention procedure to position this person due to physical disabilities?
 Yes No If yes, explain how it will be used: Christina utilizes a transfer belt for positioning when relaxing in a recliner. Christina is supported in positioning and moving her body using a Hoyer lift and sling.
9. Is positive verbal correction specifically focused on the behavior being addressed?
 Yes No If yes, explain how it will be used: Christina utilizes verbal prompts as redirection from staff when displaying symptoms of anxiety.
10. Is temporary withholding or removal of objects being used to hurt self or others being addressed?
 Yes No If yes, explain how it will be used:

PAI

11. Are adaptive aids or equipment, orthotic devices, or other medical equipment ordered by a licensed health professional to treat a diagnosed medical condition being used?

Yes No If yes, explain how it will be used:

Staff Information

Are any **additional requirements** requested for staff to have or obtain in order to meet the needs of the person?

Yes No If yes, please specify: N/A

Does a staff person who is **trained in cardiopulmonary resuscitation (CPR)** need to be available when this person is present, and staff are required to be at the site to provide direct service? Yes No

For facility-based day services only – please indicate the staff ratio required for this person. Additional information on how this ratio was determined is maintained in the person’s service recipient record:

1:4 1:8 1:6 Other (please specify): NA

Frequency Assessments

1. Frequency of *Progress Reports and Recommendations*, minimum of annually:

Quarterly Semi-annually Annually

2. Frequency of service plan review meetings, minimum of annually:

Quarterly Semi-annually Annually

3. Request to receive the *Progress Report and Recommendation*:

At the support team meeting At least five working days in advance of the support team meeting

4. Frequency of receipt of *Psychotropic Medication Monitoring Data Reports*, this will be done quarterly unless otherwise requested:

Quarterly Other (specify): NA